



# Your Patient Privacy Rights

## A Consumer Guide to Health Information Privacy in California

CONSUMER INFORMATION SHEET 7

Longstanding California state laws and new federal regulations give you rights to help keep your medical records private.<sup>1</sup>

That means that you can set some limits on who sees personal information about your health. You can also set limits on what information they can see. And you can decide when they can see it. You can also review and ask for corrections to your medical records.

This Consumer Information Sheet contains general descriptions of your basic rights.

### ☒ Your right to be told how your doctor will use your personal health information

Most doctors, hospitals, HMOs, and other healthcare organizations must give you a Notice of Privacy Practices.<sup>2</sup>

This Notice tells you how personal information about your health will be used. It tells you who will see your information, what your rights are, and where to complain.

Generally, your doctor uses your health information to treat you and to refer you to specialists. Your doctor also uses your information to bill your insurance company.<sup>3</sup>

### ☒ Your right to set limits on who gets to see your personal health information

Your doctor, insurance company, and other healthcare providers have to ask for your written permission before they can release your personal health information.

This is true unless the release is for the purpose of treatment, payment, or healthcare operations.<sup>4</sup>

In the case of sensitive information, like HIV test results or what you tell a psychiatrist, your written permission is required in most situations.<sup>5</sup>

#### ▪ Giving your permission

Your written permission is called an "authorization." It must state what information can be released, to whom, and for what purpose. It must be dated.

You have the right to say no without fearing any kind of pressure or retaliation. You have the right to change



your mind at any time and take back your written authorization.<sup>6</sup>

You can also ask your doctor or health plan to limit how they use or release your information for treatment, payment, or healthcare operations. But they are not required to agree to your request.<sup>7</sup>

- **Contacting you**

You also have the right to ask your doctor or health plan to contact you only in certain ways or at certain locations. For example, you can ask your doctor to send reminder notices to you at a certain address. Or you can ask to be called only at home rather than at work.<sup>8</sup>

- **What your employer can see**

You can stop your employer from receiving most health information about you. Your doctor, insurance company, and other healthcare providers have to ask for your written permission before they can give your employer health information about you.<sup>9</sup>

You have the right to say no without fearing any pressure or retaliation from your employer. There are some situations in which your employer can receive information about your health. For example, your employer can receive certain information as the sponsor of an employee health plan. Another example is when you are required to pass a drug test for your job.

- ☑ **Your right to be told to whom your personal health information has been given**

You have the right to ask most healthcare providers for information on who has received your personal health information.

- **Accounting of disclosures**

This is called an “accounting of disclosures.” It must include the date of the disclosure, the name of the person who received the information, what information was disclosed, and the purpose of the disclosure. It must be given to you within 60 days of the receipt of your request. There are some exceptions for disclosure for treatment, payment, or healthcare operations.<sup>10</sup>

- ☑ **Your right to stop unwanted mail about new drugs or medical services**

Most healthcare providers have to ask for your written authorization before they can use or sell your health information for marketing purposes.

- **Giving your permission**

The authorization form they ask you to sign must tell you if they will receive payment for sharing your information. For example, your doctor cannot sell your health information to a drug manufacturing company so that the company can mail you a letter encouraging you to buy a certain drug instead of the one you are using.



There are exceptions related to your treatment. For example, your health plan is allowed to send you information about new healthcare services it offers.<sup>11</sup>

### ☒ Your right to see and ask to correct information about you in your medical records

You may ask to read the information about you in your medical records. Your doctor or health plan must respond to your written request within five working days of receiving it.

If they deny your request, they must tell you why. For example, your doctor could refuse if he or she thinks showing you the information may cause harm to you or to someone else.<sup>12</sup>

#### ▪ Copying your records

You may make copies of your personal health information in your medical records. Your doctor or health plan may charge you a reasonable fee for making these copies.<sup>13</sup>

#### ▪ Asking for changes

You may ask your doctor or health plan to change information about you in your medical records if it is not correct or complete. Your doctor or health plan may deny your request. If this happens, you may add a statement to your file explaining the information.<sup>14</sup>

### ☒ Your right to file a complaint

Most doctors, health plans, hospitals, and other healthcare providers must tell you their process for handling complaints. They must tell you the name of the person to whom you may complain. File your complaint with the doctor, plan or organization first.

If you are an enrollee of a health plan and you have a concern that your health plan violated any state law regarding the privacy or confidentiality of your medical records, you may contact the California Department of Managed Health Care's HMO Help Center at 1-888-HMO-2219 for assistance.

You also have the right to complain to the federal Office of Civil Rights about possible violations of federal health privacy law.<sup>15</sup>

Office for Civil Rights, Region IX  
U.S. Department of Health and  
Human Services  
50 United Nations Plaza, Room 322  
San Francisco, CA 94102  
Voice Phone (415) 437-8310  
Fax (415) 437-8329  
TDD (415) 437-8311

If you need help in finding the proper place to file a complaint, or if you have questions health information privacy issues, contact the California Office of Privacy Protection at (866) 785-9663 or email to [privacy@dca.ca.gov](mailto:privacy@dca.ca.gov).



☒ **You may have remedies  
under California law**

California law also gives you the right to bring suit to recover damages in some cases of violation of state laws on health information privacy.<sup>16</sup>

**Additional Resources on  
Health Information Privacy**

- Health Privacy Project  
Georgetown University  
<[www.healthprivacy.org](http://www.healthprivacy.org)>
- Privacy Rights Clearinghouse  
*Fact Sheet 8A: HIPAA Basics:  
Medical Privacy*  
[www.privacyrights.org/fs/fs8a-hipaa.htm](http://www.privacyrights.org/fs/fs8a-hipaa.htm)

- Office for Civil Rights  
U.S. Department of Health and  
Human Services  
<[www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/)>
- California Office of HIPAA  
Implementation  
<[www.ohi.ca.gov](http://www.ohi.ca.gov)>

This Consumer Information Sheet was prepared with considerable assistance from the California Office of HIPAA Implementation.

This fact sheet is for informational purposes and should not be construed as legal advice or as policy of the State of California. If you want advice on a particular case, you should consult an attorney or other expert. The fact sheet may be copied, if (1) the meaning of the copied text is not changed or misrepresented, (2) credit is given to the Office of Privacy Protection in the California Department of Consumer Affairs, and (3) all copies are distributed free of charge.

**NOTES**

<sup>16</sup>The federal authority on health information privacy arises from the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Standards for Privacy of Individually Identifiable Health Information (45 CFR Parts 160 and 164). California has several laws on health information privacy, including the Confidentiality of Medical Records Act (Civil Code section 56 et seq.), the Patient Access to Health Records Act (Health & Safety Code section 123110 et seq.), the Insurance Information and Privacy Protection Act (Insurance Code section 791 et seq.), and the Information Practices Act (Civil Code section 1798 et seq.). Citations for specific rights enumerated in this document are provided below. All the referenced laws may be found on the Office of Privacy Protection's web site at < [www.privacy.ca.gov/laws.htm](http://www.privacy.ca.gov/laws.htm) >.



<sup>2</sup> HIPAA regulates only healthcare providers that transmit personal health information electronically. For notice, see HIPAA, 45 CFR § 164.520. Also on notice, see California Civil Code section 1798.17, which applies to state agencies.

<sup>3</sup> For use and disclosure of health information for treatment, payment, or healthcare operations, see HIPAA, 45 CFR § 164.506, and California Civil Code section 56.10 subdivision (c)(a).

<sup>4</sup> For disclosure limits, see HIPAA, 45 CFR § 164.502, and California Civil Code section 56.10.

<sup>5</sup> For confidentiality of HIV test results, see California Health & Safety Code sections 120975-121125. For confidentiality of psychiatric records, see California Civil Code section 56.104. Also see HIPAA, 45 CFR § 164.50, 1 for definition of “psychotherapy notes,” and 45 CFR § 164.508 subdivision (a)(2) for authorization requirements for use or disclosure of psychotherapy notes.

<sup>6</sup> For authorization, see HIPAA, 45 CFR § 164.508, and California Civil Code section 56.11.

<sup>7</sup> For limits on use and disclosure for treatment, payment or healthcare operations, see HIPAA, 45 CFR § 164.522 subdivision (a).

<sup>8</sup> For confidential communications requirements, see HIPAA, 45 CFR § 164.522 subdivision (b).

<sup>9</sup> For disclosure to employers, see HIPAA, 45 CFR § 164.512 subdivision (b)(1)(v), and California Civil Code section 56.20.

<sup>10</sup> For accounting of disclosures, see HIPAA 45 CFR § 164.528, and California Civil Code sections 1798.25 and 1798.28.

<sup>11</sup> For marketing use, see HIPAA 45 CFR § 164.508 subdivision (a)(3), California Civil Code section 56.10 subdivision (d), California Health & Safety Code section 123148, and California Insurance Code sections 791.13 subdivision (k) and 791.05.

<sup>12</sup> For access to records, see HIPAA, 45 CFR § 164.524, California Health & Safety Code section 123110 subdivision (a), and California Civil Code section 1798.32.

<sup>13</sup> For copying records, see HIPAA, 45 CFR § 164.524, California Health & Safety Code section 123110 subdivision (b), and California Civil Code section 1798.33.

<sup>14</sup> For amending records, see HIPAA, 45 CFR § 164.526, California Health & Safety Code section 123111, and California Civil Code section 1798.35.

<sup>15</sup> For complaints under HIPAA, see 45 CFR § 164.530 subdivision (d). HIPAA complaints must be filed with the Office of Civil Rights within 180 days of the date when the complainant knew or should have known of the violation (45 CFR § 160.306).

<sup>16</sup> See California Civil Code section 56.35 on remedies for improper use or disclosure, California Health & Safety Code section 123120 on remedies for violation of access rights, and California Civil Code sections 1798.45-1798.57 for remedies for violations by state agencies.